



**Request for Proposal  
General Specifications For  
Inmate Telecommunications System  
McLean County Adult Detention Center  
Located at the McLean County Law & Justice Center  
104 W. Front Street, Bloomington, Illinois  
ADDENDUM #1  
Clarifications & Responses to Questions**

**Clarifications:**

The VENDOR will be required to collect all revenue related to the system they propose as part of this RFP. They will be required to perform all accounting functions and issue commission checks to the COUNTY.

The VENDOR will be required to add one Video Visitation Station on the 6<sup>th</sup> Floor of the existing Law & Justice Center Building in the Public Defender's Office.

The VENDOR will be required to add one Video Visitation Station on the 7<sup>th</sup> Floor of the existing Law & Justice Center Building in the Court Services Department.

A separate Request for Proposals will be issued for Commissary Services.

EXHIBIT 6 is the In-House Daily Population for June 15, 2017 to May 31, 2018

EXHIBIT 7 is the Securus Technologies, Inc. Existing Rates Schedule

EXHIBIT 8 is the Securus Technologies, Inc. Master Services Agreement

EXHIBIT 9 is the Securus Technologies, Inc. Contract Addendum

EXHIBIT 10 is the number of beds projected in the Facility at the end of the Expansion/Remodel Project

EXHIBIT 3 was revised on page 1 and page 5, (only the revised pages are attached) and all changes are highlighted in yellow.

EXHIBIT 11 are dimension plans

## **Questions Received from Vendors**

### **Question Set #1**

- 1) Can you tell me if the facility has been wired for CAT 5 or CAT 6 cabling?

The new facility (Sections shown in Exhibit 1) will be wired by the COUNTY according to the diagram provided by the successful VENDOR with the cabling the VENDOR specifies. The existing facility (Sections shown in the revised Exhibit 3) will be wired by the successful VENDOR as approved by the COUNTY with the cabling the VENDOR requires for their system. Any existing cables that the successful VENDOR can reuse will be allowed, but type and location are not specified.

- 2) Who is the current provider for the inmate phone system today?

Securus Technologies

- 3) What is the current (ADP) average daily population?

Attached is Exhibit 6 which has the daily population for June 15, 2017 to May 31, 2018. The ADP from June 15, 2017 to May 31, 2018 is 201.16.

- 4) Are there any early release program that will have an effect on the ADP over the next 12-24 months?

The Illinois Bail Reform Act took effect on January 1, 2018. We are not aware of any other early release programs at this time.

- 5) What is the average length of stay for an inmate?

The average length of stay for calendar year 2017 was 14.1 days.

- 6) Are there any booths or pedestals that will need to be installed/replaced?

The booths/pedestals in the new facility (Sections shown in Exhibit 1) will be provided by the COUNTY in accordance with Exhibit 1 and Exhibit 2. Any booth/pedestal additions or replacements in the existing facility (Sections shown in the revised Exhibit 3) shall be provided by the VENDOR in accordance with revised Exhibit 3 – Page 5.

- 7) Will the county require that we interface with the (JMS) jail management system provider?

Interface with the COUNTY jail management system will be minimal and would primarily be collecting inmate identification numbers.

- 8) If so, who is the provider of the JMS system and can you provide the contact information?

McLean County Information Technologies is the jail management provider and they are not to be contacted during the RFP process as they are part of the COUNTY.

- 9) Will the county require that we interface with the commissary provider?

The COUNTY is going to issue a Request for Proposals for a commissary provider in the next 6 months. The successful VENDOR will be required to work to interface services with the successful commissary vendor as requested by the COUNTY.

- 10) If so, who is the commissary company and can you provide their contact information?  
Unknown at this time.

- 11) How many inmate phones does the county require?

Per Exhibit 1 and revised Exhibit 3.

- 12) How many visitation stations are installed at the facility?  
All current visitation stations will be removed.

**Can you please provide the call counts and minutes of use for the past 6 months broken out in the following?**

**Collect Prepaid Debit Free**

Local Local Local Local

Intralata Intralata Intralata Intralata

Interlata Interlata Interlata Interlata

Interstate Interstate Interstate Interstate

International International International International

This information is currently unavailable.

**Can you please provide the current call rates and commissions for the following call types?**

**Collect Prepaid Debit**

Local Local Local

Intralata Intralata Intralata

Interlata Interlata Interlata

Interstate Interstate Interstate

International International International

Please see the attached Exhibit 7, the attached Exhibit 8, and the attached Exhibit 9 for all available information.

**Question Set #2**

1. Please provide a copy of all current contracts and amendments pertaining to phones, video visitation, and commissary.  
*See attached Exhibit 8 and Exhibit 9.*
2. Please provide the commission percentage currently received on inmate telephone revenue, an average of monthly commissions received over the past year from the current vendor, and copies of commission statements from the last six months.  
*Commission percentage is available in Exhibit 8 and Exhibit 9.*  
*The average monthly commissions received from June 1, 2017 to May 31, 2018 is \$4,247.09/month.*  
*Commission statements are not available.*
3. Will the county provide a breakdown of the current calling rates?  
*See attached Exhibit 7.*
4. Will a formal addendum be issued with responses to all questions posed by prospective vendors?  
*All written questions received are being responded to in this Addendum.*
5. Does the county plan to have follow-up discussions with qualified vendors to confirm their financial offer and demonstrate the technologies that are being proposed?  
*During the evaluation of proposals, the COUNTY will reach out to any VENDOR that it needs proposal verification from.*
6. Does the wiring diagram need to be included with this RFP response? Or will it be a discussion after the vendor is chosen?  
*The wiring diagram does not need to be submitted with the RFP response. The successful VENDOR will be required to submit the wiring diagram by July 2, 2018 as detailed in the Schedule contained in the RFP.*

7. Is plenum cable required in both the old jail remodel and the new jail building?

Yes. The COUNTY will provide it in the new facility (Sections shown in Exhibit 1). The VENDOR will be required to provide it in the existing facility (Sections shown in the revised Exhibit 3).

### Question Set #3

Commissions :

If possible, Please provide the Revenue/Commission statements from the current inmate telephone provider, covering the most recent three traffic months. The statements should provide a detailed breakdown of traffic by Call Type and Bill Type. If that is not possible the check amount of the commissions from the last three traffic months would be just fine.

Revenue/Commission statements are currently unavailable.

Commission percentage is available in Exhibit 8 and Exhibit 9.

The average monthly commissions received from June 1, 2017 to May 31, 2018 is \$4,247.09/month.

Wiring Diagram:

Normally our IT team will do a variety of visit to the facility before install so they can see exactly what's going on inside the facility. Our IT team normally comes in and handles everything from start to finish. Since your facility will need a diagram from point a to point b for all wires. Can you please send along with the attachments, specific info or notes on what exactly you are looking for in the diagram.

The successful VENDOR will be required to provide a diagram for the new facility (Sections shown in Exhibit 1), the type and quantity of wire/cable required to run from the VENDOR's equipment back to Video Visitation Equipment Room located on the 1<sup>st</sup> Floor of the New Facility. The diagram should detail if the wire/cable runs will need to run through the IT rooms on the 2<sup>nd</sup> and 3<sup>rd</sup> floors of the New Facility. The VENDOR will also need to provide the power requirements of the equipment.

### Question Set #4

1. In order to provide our best possible offer, it is very important to have historical call volume information for all call types. Call volume data is necessary to estimate costs as well as potential revenues. The current vendor has access to this information, so distributing the information to other vendors in a timely fashion will ensure a level playing field for all bidders. Please provide as much data as possible from the following chart:

Call Category	# of Calls Per Month	# of Minutes Per Month	Total Revenue Per Month
LOCAL – Collect			
INTRALATA – Collect			
INTERLATA – Collect			
INTERSTATE – Collect			
LOCAL – Debit			
INTRALATA – Debit			

<b>INTERLATA – Debit</b>			
<b>INTERSTATE – Debit</b>			
<b>International – Debit</b>			
<b>LOCAL – PrePaid Collect</b>			
<b>INTRALATA – PrePaid Collect</b>			
<b>INTERLATA – PrePaid Collect</b>			
<b>INTERSTATE – PrePaid Collect</b>			

This information is currently unavailable.

2. Also, in order to help us evaluate call volumes and recognize additional revenue potential, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following information:

<b>Call Category</b>	<b>Rate for First Minute</b>	<b>Rate for Each Additional Minute</b>
<b>LOCAL – Collect</b>		
<b>INTRALATA – Collect</b>		
<b>INTERLATA – Collect</b>		
<b>INTERSTATE – Collect</b>		
<b>LOCAL – Debit</b>		
<b>INTRALATA – Debit</b>		
<b>INTERLATA – Debit</b>		
<b>INTERSTATE – Debit</b>		
<b>International – Debit</b>		
<b>LOCAL – PrePaid Collect</b>		
<b>INTRALATA – PrePaid Collect</b>		
<b>INTERLATA – PrePaid Collect</b>		
<b>INTERSTATE – PrePaid Collect</b>		

Please see the attached Exhibit 7 for all available information.

3. Please provide the commission percentage currently received on inmate telephone revenue, an average of monthly commissions received over the past year from the current vendor, and copies of commission statements from the last six months.

Commission percentage is available in Exhibit 8 and Exhibit 9.

The average monthly commissions received from June 1, 2017 to May 31, 2018 is \$4,247.09/month.

Commission statements are not available.

4. Will the County please outline the fees that are being charged by the current vendor:
  - a. Bill Statement Fee
  - b. PrePaid Account Funding Fee via Web
  - c. PrePaid Account Funding Fee via IVR
  - d. PrePaid Account Funding Fee via Live Operator
  - e. Fees for Instant Pay Calls

Please see the attached Exhibit 7, the attached Exhibit 8, and the attached Exhibit 9 for all available information.

5. Please provide a copy of all current contracts and amendments pertaining to inmate phones.

See attached as Exhibit 8 and Exhibit 9.

6. Please provide the number of inmates and the number of phones in each housing unit.

See the attached Exhibit 10 for the final capacities of all housing units. The number of existing phone in each existing housing unit was available for determination during the tour. The number of proposed phones to be placed in the units is available in Exhibits 1 and revised Exhibit 3.

7. What is the average transaction amount for a prepaid funding event?

This information is not available.

8. What is the average number of monthly prepaid funding events?

This information is not available.

9. Please fill out the following table with quantities of equipment required and/or desired.

Equipment	Quantity	Required or Desired?
Standard inmate telephones		Required
Visitation phones (monitored/recorded)		
Video Visitation kiosks		
Video Visitation Enclosures		
Pay (coin) phones		
TDD/TTY devices		
Cart phones		
Hands-free inmate phones		
Portable cordless phones		
Enclosures		
Pedestals		
Workstations with printers		
Laptop computers		
Inmate kiosks		
Handheld devices		
Cell phone detection devices		
Other?		

Per Exhibit 1 and revised Exhibit 3.

10. Will the County please provide the number of required pedestals in the old jail broken down by housing unit?

Per revised Exhibit 3.

11. Some vendors provide single call payment options and charge inmates' families and friends excessively high rates for this type of call and, furthermore, categorized the revenue generated by these calls as "bonus" revenue and therefore pay little or no commissions on this revenue. For example, some vendors charge \$14.99 for a single call and pay the customer just \$1.60, which is only 10.6%. We also have found that many facilities where these call were being offered, were unaware that they were being offered or of the negative impact on facility commissions. Therefore:

f. Please confirm that such calling options will not be allowed under the resulting contract and only the traditional options of collect, debit, and prepaid which are specified in the RFP will be allowed.

**There shall be no hidden fees. All fees shall be stated, and commissions applied as stated with no hidden bonus revenue.**

g. If these types of calls are allowed, please confirm that bidders will be required to disclose all associated rates, transaction fees, per call cost, and what part will be allocated to the County as commissions.

**Not allowed.**

h. Please also state how these costs and commissions will be evaluated as part of the Financial Offering.

**Hidden fees and bonus revenue or similar initiatives are not allowed.**

12. Please provide contact information for the current JMS vendor.

**McLean County Information Technologies is the jail management provider and they are not to be contacted during the RFP process as they are part of the COUNTY.**

13. Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency.

**Attached is Exhibit 6 which has the daily population for June 15, 2017 to May 31, 2018. The ADP from June 15, 2017 to May 31, 2018 is 201.16. No additional information is available.**

14. On pages 5-6, the RFP outlines evaluation criteria that will be taken into consideration. Please provide the weighted values for all criteria to be considered in the evaluation of proposals.

**The proposal will be evaluated as stated in the "Evaluation of Proposals" section of the RFP.**

15. Does the County intend to narrow bidders down to a shortlist of vendors during the evaluation process? Does the County intend to require demonstrations or Best and Final Offers from any or all vendors? We strongly encourage the County to require a live demonstration of certain vendors and a Best and Final Offer to ensure adequate technologies and the best financial return to the County.

**During the evaluation of proposals, the COUNTY will reach out to any VENDOR that it needs proposal verification from.**

16. Discussion at the pre-bid indicated proposers are required to submit a wiring diagram for the existing facility with our proposals. However, the RFP only requires a wiring diagram for the expansion project to be submitted by July 2. Please clarify, is a wiring diagram required for the existing facility?

**It was stated several times during the pre-bid meeting that a wiring diagram will only be required for the new facility (Sections shown in Exhibit 1). A wiring diagram**

is not required for the existing facility but wiring routes must be approved by the COUNTY.

17. For the new expansion and the existing facility, will the County allow external conduit for the video visitation units?

No external conduit will be allowed in the new facility, all conduit will be provided by the COUNTY. External conduit will be allowed in the existing facility as required and approved by the County.

18. Please provide the address for the expansion facility.

The address for the new facility is the same as the existing facility.

19. Will the County allow for a proposal to present multiple pricing options for the County's consideration?

No.